

APPLICATION INSTRUCTIONS AND FORMS



To Contract As an

AGING AND DISABILITY RESOURCE CENTER IN RACINE COUNTY

RGA FHGG005

September 13, 2006



Wisconsin Department of Health and Family Services



**Department of Health and Family Services
Aging and Disability Resource Center
In Racine County**

Timeline

September 13, 2006	Release of application DHFS staff is available to answer questions to assist in application preparation
September 15, 2006	Notice of Intent to Submit Application due
September 29, 2006	Application is due. Application form and attachments should be submitted electronically by noon.
October 2-13, 2006	Application review. Site visit, oral interview and/or request for additional information, if necessary
October 20, 2006	Notice of application approval (or denial) and identification of areas where additional work will be needed to fulfill contract requirements, if applicable
November 1, 2006	Award of Contract

**E-mail Notice of Intent, Questions and Completed
Application to:**

**Ann Marie Ott
Department of Health and Family Services
One West Wilson Street, Room 450
Madison, WI 53707-7851**

E-mail: otta@dhfs.state.wi.us

SECTION I. GENERAL INFORMATION..... I-1

I-1	Introduction.....	I-1
I-2	Purpose.....	I-1
I-3	Procuring and Contracting Agency	I-1
I-4	Funding and Duration of Contract	I-2
I-5	Who May Submit an Application	I-2
I-6	Collaboration with Local Agencies and Stakeholders.....	I-2
I-7	Service Area.....	I-4
I-8	Project Background.....	I-4

SECTION II. SCOPE OF AGING AND DISABILITY RESOURCE CENTERS II-1

II-1	Target Populations	II-1
II-2	Mandatory Services	II-2
II-3	Mandatory Administrative Requirements.....	II-7
II-4	Staffing Requirements.....	II-10

SECTION III. PREPARING AND SUBMITTING AN APPLICATION..... III-1

III-1	Notice of Intent to Submit an Application	III-1
III-2	Timeline.....	III-1
III-3	General Instructions	III-2
III-4	Incurring Costs	III-2
III-5	Presentations and Interviews	III-2
III-6	Clarification and/or Revisions to the Specifications and Requirements	III-2
III-7	Executed Contract to Constitute Entire Agreement.....	III-2
III-8	Reasonable Accommodations	III-3
III-9	Submitting the Application	III-3
III-10	Withdrawal of Applications.....	III-3

SECTION IV. APPLICATION FORMAT AND CONTENTS..... IV-1

IV-1	Application Format and Organization	IV-1
IV-1	Part I - Applicant Identification Page	IV-2
IV-1	Part II - Executive Summary	IV-2
IV-1	Part III -Application	IV-2
IV-1	Part IV - Forms and Other Attachments	IV-9

SECTION V. APPROVAL PROCESS..... V-1

V-1	Review and Evaluation of Applications.....	V-1
V-2	Awarding of Contract	V-1
V-3	Termination of Contract	V-2

SECTION VI. FORMS AND ATTACHMENTS..... VI-1

VI-1	Notice of Intent to Submit.....	VI-1
VI-2	Applicant Identification Page	VI-1
VI-3	County Board(s)/Tribal Government Resolution to Authorize this Application	VI-1
VI-4	Organizational Chart	VI-1
VI-5	Resumes	VI-1
VI-6	Designation of Confidential and Proprietary Information	VI-2
VI-7	Submission Check List	VI-3

**APPENDIX A. ADRC MANAGEMENT INFORMATION SYSTEMS
BUSINESS REQUIREMENTS.....A-1**

APPENDIX B. ADRC STAFFING PLAN..... B-1

APPENDIX C. BUDGET FORMAT..... C-1

Section I. General Information

I-1 Introduction

The advent of the Aging and Disability Resource Centers in Wisconsin creates an opportunity for localities to adopt new roles and new public identities to serve a population that is aging and living longer with greater levels of disability. The ADRC intentionally stands apart from the delivery or financing of direct services in order to provide greater attention and objective information to citizens trying to navigate the complex array of programs, benefits and private as well as public financing of community service and supports. The ADRC can provide leadership in identifying gaps in community services, locating informal supports and new providers, facilitating seamless eligibility processes, and generating more rigorous approaches to the prevention of disability and chronic illness. The Department of Health and Family Services welcomes the opportunity to partner with counties and regional consortia to launch statewide this model of one-stop resource centers developed by the nine pioneering Family Care counties.

ADRCs are welcoming, attractive, accessible places where older people and people with disabilities can go for information, advice, and help in accessing services. They provide a central source of reliable and objective information about a broad range of programs and help people to understand the various long term care options available to them. By enabling people to make informed, cost-effective decisions about long term care, they help people conserve their personal resources, health and independence and reduce the demand for public funding for long term care by delaying or preventing the need for potentially expensive long term care. ADRCs help people to apply for programs and benefits, and serve as the single access point for publicly funded long term care. ADRCs are also available to physicians, hospital discharge planners, or other professionals who work with older people or people with disabilities. Services are provided at the resource center, over the telephone or in visits to an individual's home.

I.2 Purpose

This document provides information needed to prepare and submit an application for the implementation of an Aging and Disability Resource Center (ADRC) in conjunction with the managed care expansion component of Wisconsin's Long-Term Care Reform Initiative.

I-3 Procuring and Contracting Agency

The application review and approval process and any contract resulting from this application will be administered by the Wisconsin Department of Health and Family Services. The Contract Administrator is Ann Marie Ott, Bureau of Aging and Disability Resources:

Ann Marie Ott, ADRC Project Coordinator
Department of Health and Family Services
Division of Disability and Elder Services
1 W. Wilson St, Room 450
P.O. Box 7851
Madison, WI 53707-7851

Telephone: 608.261.7809
Fax: 608.267.3203
E-mail: otta@dhfs.state.wi.us

I-4 Funding and Duration of Contract

State funding will be provided by the Wisconsin Department of Health and Family Services to cover the cost of providing required ADRC services. Successful ADRC applicants will receive funding in an amount determined by the ADRC Cost Model for the participating county or counties.

Federal Medicaid administration match is available for long-term support functional screen and information and assistance activities related to Medicaid, according to the methodology submitted by the Department to Centers for Medicare and Medicaid Services (CMS). ADRCs are expected to implement 100% time reporting in order to be able to claim the appropriate federal match.

The ADRC contract shall be effective on the date indicated on the contract and shall run for the remainder of the calendar year from that date, with an option by mutual agreement of the agency and contractor, to renew annually.

I-5 Who May Submit an Application?

- Applications will be accepted only for ADRCs serving counties or regions that have been identified as ready and eligible to apply for managed care expansion. **This application cycle is open only to entities serving Racine County.**
- An applicant agency may be any of the following according to Wisconsin Statutes s. 46.283:
 - A Wisconsin county agency or aging unit
 - A Wisconsin tribe (eligible within the same framework as Wisconsin counties throughout this memo)
 - A consortium formed by two or more counties and/or tribes or aging units
 - A Family Care District
 - A nonprofit entity in coordination with a county, tribe or consortium of counties/tribes, when the counties or tribes have declined to apply to operate an ADRC

I-6 Collaboration With Local Agencies and Stakeholders

Local Agencies

Applicants are expected to work collaboratively with local public agencies serving older people and people with disabilities and to involve consumers and other stakeholders from the community at large in the development of the ADRC. At a minimum, the following program areas should be actively engaged in the planning and operation of the ADRC.

- County aging programs
- Long-term care waiver programs, including Family Care, Community Integration Programs for people with developmental disabilities, Community Options Programs for elders and people with physical disabilities, and PACE/Partnership
- County programs for people with mental illness and substance use disorder needs
- County social services programs for adults
- County Economic Support Units

Applicants must demonstrate a commitment to participation from all partner organizations. Commitment must include the willingness to reevaluate current practices for delivering access to services and to realign those services within the ADRC model.

All applications must be accompanied by county board and/or tribal government resolution(s) endorsing the collaboration across all county and/or tribal agencies and a commitment to complete the plan for full implementation of an ADRC for all target groups within one year of beginning operations or in accordance with a Department approved plan for services to specific target populations by the MCO, whichever comes first.

Stakeholders

Planning for an ADRC must involve all key stakeholder groups representative of the populations served, and the key service network representatives for the elderly and adults with disabilities. The applicant must provide assurances that the plans are fully supported by county aging units, social services, community programs and long-term support units, whether they are in the same or separate county departments, to assure strong collaboration.

Federal and state laws require that county aging units and area agencies on aging assure that Older Americans Act programs are governed by a majority of older persons, and that each aging unit must provide information and assistance, benefit specialist (legal) services, and advocacy for older adults regardless of income. The concept of a one-stop is undermined if consumers access information, assistance and benefits advocacy through two or more different access points. Therefore, older persons and staff representing aging units shall be involved in planning the ADRC to meet the needs of seniors, avoid redundancy, and meet statutory requirements. Experience indicates that majority of the customers of the ADRC will be older persons or their families. The expertise of the aging units should be incorporated into the operation of the ADRC whenever possible, through the integration of aging unit and ADRC functions. In addition, the ADRC should take advantage of the skills of older volunteers in design and delivery of ADRC services.

The information, assistance and benefits advocacy needs of persons with physical disabilities require particular attention to issues of accessibility, self-determination, the interplay of benefits and employment, and other unique issues. The applicant shall demonstrate the involvement of persons with physical disabilities in planning the ADRC, and demonstrate a commitment to training staff to provide good customer service that responds to preferences for self-direction and self-determination.

Adults with developmental disabilities will depend upon the ADRC to gain access to publicly funded care, as well as to acquire information about community resources and opportunities. Persons with developmental disabilities shall be involved in planning the ADRC, and providing advice about the kinds of information and assistance they will require from the ADRC. The applicant is expected to demonstrate adequate expertise in serving persons with developmental disabilities.

The ADRC is not a provider of mental health services. However, the ADRC is expected to provide a comparable level of services to persons with mental illness, regardless of age or co-occurring disability; these services include I&A, benefits counseling and assistance accessing a wide range of community services available to the general population. Applicants shall demonstrate that persons with mental health issues are consulted about the development and operation of the ADRC.

1-7 Service Area

An ADRC service area may include one or more counties, provided the service area is comprised of counties with contiguous borders and each county is a full partner in the application process. Counties currently served by an existing Family Care ADRC may apply as part of a larger regional consortium.

To increase efficiency, small counties should consider entering into collaborative relationships with bordering counties or tribes. Examples of areas where collaborative relationships could be beneficial include the purchase and operation of a Management Information System (MIS), maintaining a resource database, staff training, marketing and outreach activities, development of public information materials, and collaboration with regional service providers. Cost savings in administrative functions may enable the ADRC to provide more direct service staff in each county and to respond more quickly to consumer requests. Combined budgets may also make it possible to hire staff that is specially trained in the functions of the resource center and in the needs of the different target populations it serves.

I-8 Project Background

Starting as an innovation within the Wisconsin Family Care Program, ADRCs were implemented in nine counties beginning in 1999. A second phase of long-term care reform awarded grants to develop nine additional ADRCs serving 13 counties beginning in 2005. This third phase is the beginning of a plan to expand ADRCs statewide by the end of 2010 in conjunction with managed care expansion.

The goals of an ADRC are as follows:

- Present a welcoming face to the entire community that is attractive, accessible, non-bureaucratic, non-threatening and confidential
- Reach and serve a broad base of elderly people and adults with physical disabilities, developmental disabilities, substance use disorders or mental illness, and their families regardless of income or condition
- Provide reliable and objective information to help people access resources and make informed decisions about long-term care and other needs related to age or disability
- Promote wellness and prevent or delay chronic illness and disability
- Delay or prevent the need for long-term care services and/or public funding for them
- Identify people at risk for abuse, neglect, or with needs that pose a risk of hospital or institutional admission and connect them to services or benefits, including elder abuse and adult protective services
- Provide benefits counseling to elders and adults with disabilities
- Provide transitional services to families whose children with physical or developmental disabilities are preparing to enter the adult service system
- Provide a single entry point for publicly funded long-term care programs

Further information about Family Care ADRCs is available on the Department's internet site at: <http://dhfs.wisconsin.gov/LTCare/Generalinfo/RCs.htm>

Section II. Scope of Aging and Disability Resource Centers

Aging and Disability Resource Centers (ADRCs) offer the general public a single entry point for information and assistance on issues affecting older people, people with disabilities, mental health issues, or substance use disorders and their families. As a clearinghouse of long-term care information, ADRCs are also available to physicians, hospital discharge planners, or other professionals who work with older people or people with disabilities. ADRCs provide services by telephone, visits to an individual's home, and in accessible community centers. ADRCs are also a catalyst for community prevention strategies to prevent or delay the use of publicly funded long-term care. ADRCs serve as a "single entry point" to provide seamless access to public benefits, as well as counseling and advocacy to overcome barriers to using benefits.

II-1 Target Populations

New ADRCs will be required to serve the same target populations as those served by the managed care entity in their service area by the time the MCO begins operation and may phase in services to other target populations according to an approved implementation plan. At full implementation and no later than one year following the date when the ADRC begins operations, the ADRC shall serve all of the following groups of individuals, including people who inquire about or request assistance on behalf of members of these groups, regardless of their financial means:

- Adults with developmental disabilities
- Adults with physical disabilities
- People age 60 and older, including healthy elders and elders with disabilities or chronic health problems
- Adults with mental illness and substance use disorder needs (for information and assistance, disability benefits specialist and emergency response as described in the ADRC contract)
- Young adults with disabilities who are preparing to transition into the adult service network (for transitional services as described in the ADRC contract)

In order to assure that the interests of all future customers of the ADRC are considered, applications should demonstrate that organizations serving and representing all of the above listed target populations are engaged and committed to the project and that the implementation plan continues the collaboration needed to complete the phase-in.

ADRCs are expected to have demonstrated competencies relating to, be responsive to the needs of, and to be accessible to all of the populations they serve. Applications should identify methods that will be used to determine the needs of consumers in the service area through the use of a council, commission or board, listening sessions, or other methods of securing consumer input. Applications should identify anticipated barriers and issues to be resolved regarding service to different target populations and propose a process and timeline to identify options and reach resolution.

II-2 Mandatory Services

Your application must include a description of how the proposed ADRC will provide each of the following services.

II-2.1 Marketing, Outreach and Public Education

The ADRC shall have a marketing and outreach strategy to inform the public about ADRC services and to maintain a distinct identity for the ADRC in the community, so that it will not be confused with other entities or programs, such as the MCO, Veteran's Services, elder abuse agency, Senior Center or Independent Living Center (ILC).

II-2.2 Information and Assistance

An inquirer/customer using a professional quality Information & Assistance (I&A) service should experience:

- A knowledgeable and interested interviewer
- Help assessing needs
- Linkages with service providers
- Following-up to determine whether needs were met

People must know about and easily find the ADRC. Prompt I&A must be available face-to-face, over the telephone, via e-mail, in people's homes and through written correspondence. Inquirers must be able to obtain current information about local services and opportunities from I&A Specialists who can retrieve a variety of information through a well-maintained resource database. I&A Specialists must document their interactions with inquirers, which enables them to follow-up and, if needed, to advocate on the inquirer's behalf.

At a minimum, the ADRC must provide I&A on the following areas:

- Living arrangements related to long-term care (e.g., information and assistance to people considering a move due to health, disability or frailty)
- Disability and long-term care related services (e.g., in home support, care management, respite, equipment, training, transition planning, independent living skills, death and dying issues)
- Paying for long-term care related services (e.g., public programs, long-term care insurance, other private resources)
- Health (e.g., health promotion, prevention, recuperative care, disease, conditions, dementia, medically related care)
- Adult protective services, abuse, neglect, domestic violence, and financial exploitation
- Behavioral health (e.g., mental health, substance use disorders)
- Employment, training and vocational rehabilitation
- Financial and other basic needs (e.g., benefits, Medicaid, Medicare, health insurance, food, money, shelter, paying for medical care and medications)
- Transportation
- Home maintenance (e.g., chores, yard work, home safety)
- Legal issues (e.g., power of attorney, guardianship, consumer rights, advocacy, discrimination, complaints and grievances)
- Education, recreation, retirement, life enhancement, volunteerism

The information and assistance service must be available continuously for at least eight hours a day, Monday through Friday. During information and assistance service hours, a system must be in place to ensure that a caller speaks directly to a person (not a machine) except during unusual circumstances. After-hours callers must be informed of what to do in the case of an emergency or urgent need.

II-2.3 Long-Term Care Options Counseling

The Aging and Disability Resource Center shall provide options counseling to help people make informed choices about long-term care. Options counseling is a more time intensive service than information provision and includes a face-to-face meeting wherever possible. It is intended to help consumers evaluate their strengths and preferences, as well as educating them regarding available long-term care services. Options counseling shall cover the following:

- The individual's personal history, preferred lifestyle and goals for the future; functional limitations and capacities; financial situation; and other information needed in order to identify and evaluate options available
- The full range of long-term care options available to the individual, including, home care, community services, case management services, waiver services, residential care, and nursing home care
- The sources and methods of both public and private payment for long-term care services and the functional and financial criteria for receiving waiver services and services from the Medicaid fee-for-service system
- How Estate Recovery and Spousal Impoverishment regulations affect various living arrangements and programs
- Factors that the individual might want to consider when choosing among the various long-term care programs and benefits. Options counseling shall focus on private pay individuals and families as well as on persons eligible for public funding

Long-term care options counseling must be objective, thorough and responsive to the needs of the individual. Counseling shall not attempt to persuade the individual to choose one program or provider or withhold information about any suitable program or provider.

Applications should identify how the ADRC will work with hospitals, nursing homes, and assisted living providers and home health agencies in their community to encourage appropriate and timely referrals for options counseling and to meet requirements for pre-admission consultation.

II-2.4 Elderly Benefits Counseling

Elderly benefits counseling is currently available to elderly residents of each Wisconsin county. In developing an ADRC, elderly benefit specialists may be staff of the ADRC or of another organization or unit in county government. Regardless of the employer, elderly benefits counseling must be integrated into the ADRC service array and be made available through in-office consultations at the ADRC and through home visits.

The ADRC shall ensure that the elderly benefit specialist performs the following activities for persons age 60 and older:

- Provide accurate and current information on a comprehensive array of private and government benefits and programs, especially Medicare and Social Security

- Provide information and technical assistance about how to obtain or recover benefits, including pension and retirement benefits, long-term care insurance and Medicare supplemental insurance
- Assist potential applicants for Medicaid, benefits administered by the Social Security Administration, Food Share, and Medicaid waivers to determine whether eligibility is likely, and to understand required documentation
- Provide consumer and volunteer training and technical assistance to develop self and family advocacy, including use of Long-Term Care Ombudsmen, Medigap Hotline, Office of the Commissioner of Insurance, and consumer protection resources
- Provide information and advocacy regarding Medicare benefits and on the processes for securing prescription drug coverage under SeniorCare, Medicaid and Medicare Part D.
- Provide information on consumer rights, complaint, grievance and appeals processes related to Medicare, managed care, private health insurance and Medicaid
- Provide advice and assistance in preparing and filing complaints, grievances, and appeals at various levels
- Negotiate on behalf of individuals with Medicaid waiver eligibility staff, staff of MCOs, service providers, or the state regarding disputes over long-term care services
- Consult with and attend all training events sponsored by legal back-up resources provided under contract by the Department to determine appropriate interpretation of law and appropriate action to assist in resolution of concerns

II-2.5 Disability Benefits Counseling

ADRCs are required to develop a disability benefits counseling program according to policies and program requirements established by the Department. Disability benefit specialists (DBS) are employees of the ADRC and must be headquartered at the ADRC. DBS are hired and supervised in collaboration with the DBS program attorneys at Disability Rights Wisconsin.

The DBS perform the following activities for individuals ages 18 through 59 with developmental disabilities, physical disabilities, substance use disorders or mental illness:

- Provide accurate and current information on a comprehensive array of private and government benefits and programs
- Provide information and technical assistance about how to access such benefits
- Assist potential applicants for private and government benefits and programs to locate and gather verifying data, both financial and non-financial
- Provide information on consumer rights, complaint, grievance, and appeals processes
- Provide advice and assistance in preparing and filing complaints, grievances, and appeals at the local and state levels, as well as beyond
- Make appropriate referrals for employment and other disability-related counseling and services, (e.g., Pathways to Independence, Independent Living Centers, Benefits Planning, Assistance and Outreach, Disability Rights Wisconsin)
- Provide representation, as appropriate, for individuals with developmental disabilities, physical disabilities, substance use disorder or mental illness as needed in administrative hearings as well as in other formal or informal grievance steps
- Consult with and attend all training events sponsored by legal back-up resources provided under contract by the Department to determine appropriate interpretation of law and appropriate action to assist in resolution of concerns

II-2.6 Access to Publicly Funded Long-Term Care Programs: Functional Screen, Financial Eligibility Determination and Enrollment-Related Functions

ADRCs will be required to perform the initial functional eligibility screen for prospective managed care enrollees and may be required to review recertification screens that result in a change of eligibility or benefits or in conjunction with DHFS required or local quality assurance plans.

Depending on the geographic areas served by the ADRC and the phase in of managed care expansion, it is possible that an ADRC will need to provide services to facilitate access to both managed long-term care programs provided by one or more MCOs and to traditional waiver programs at the same time.

Medicaid long-term care waiver programs (Family Care, the COP and CIP Waivers, PACE and demonstration programs such as Partnership) are subject to federal and state standards. In counties that operate an ADRC, all standards continue to apply as identified in each specific program, including all requirements surrounding the long-term care functional screen, requirements for assessments and care plans, and financial eligibility determinations through the economic support unit. The designated lead agencies for the long-term support and economic support (i.e., income maintenance) programs are accountable for meeting all program standards.

The ADRC must collaborate with the county's long-term care and economic support units and DHFS to assure that the eligibility and enrollment process, during the period of time associated with transition for consumers from existing to new programs, is predictable, streamlined and barrier free for consumers. At a minimum, clear and effective protocols must be in place between the ADRC and any other entities involved with transitions for consumers already served by other programs.

The ADRC must be prepared to perform options counseling for the purposes stated above and to align with requirements associated with consumer disenrollment from managed care programs.

II-2.7 Access to Mental Health and Substance Abuse Services

The ADRC shall provide information and assistance, Disability Benefit Specialist, and emergency response services to ensure that persons with mental illness and/or substance use disorders have access to appropriate services and resources. Staff providing the services shall be knowledgeable about the mental health and substance abuse services and supports offered by county and other related agencies in their service area, the process for accessing these resources, statewide consumer and advocacy organizations, and information resources relating to mental health and substance abuse issues. Performance of the mental health functional screen is not a requirement for an ADRC and is not eligible for Federal Medicaid administration match.

II-2.8 Access to SSI, SSI-E, Medicaid, FoodShare and Other Public Programs and Benefits

When an individual contacts the ADRC and appears to be either eligible to receive or interested in receiving Medicaid, SSI, SSI-E, FoodShare, LIHEAP, W-2, Childcare Caretaker Supplement or other public benefits, the ADRC shall refer the individual to the

county, state and/or federal agencies responsible for determining the individual's eligibility to receive these benefits.

II-2.9 Short-Term Care Coordination and Case Management

To the extent financial and personnel resources permit, the ADRC shall provide short-term care coordination and case management to assist individuals and their families in arranging for services. These services shall be provided in conjunction with information and assistance, outreach and options counseling provided by the Aging and Disability Resource Center and with Adult Protective Services (APS) and other systems outside of the Aging and Disability Resource Center. ADRCs shall have protocols to assure that these services remain short-term in nature.

II-2.10 Emergency Response

While ADRCs are neither expected nor required to be emergency service providers, they must develop a system to assure that people are connected with the appropriate providers of emergency services. ADRC staff shall be knowledgeable about how to recognize emergency situations, the emergency services that are available in their service area, and the protocols for connecting people to the appropriate emergency services. During business hours, Aging and Disability Resource Center staff shall follow protocols established by the 911 service or other emergency resources in the community when they identify a situation involving immediate risk. These may involve connecting the person directly to the provider of emergency services without requiring the caller to place a separate call or asking the person to hang up and call 911. After hours phone calls shall be answered, at a minimum, with a message instructing callers about who to contact in case of emergency (e.g., 911).

When a situation involving an immediate risk is identified as part of the functional screen or other contact with an individual, the ADRC shall make appropriate referrals for emergency services. The ADRC may provide Adult Protective Services or other emergency services if it has the authority and capacity to do so or collaborate with the current area of county government to design a timely and seamless process for individuals to obtain support.

II-2.11 Elder Abuse and Adult Protective Services

As the central point of contact for the general public, the ADRC will receive calls related to abuse and neglect and is responsible for assuring that the appropriate agencies receive and respond to reports, regardless of whether the ADRC is the designated elder abuse and Adult Protective Services agency(ies).

The ADRC will have an effective process to assure prompt responses by the responsible entities to:

- Abuse and neglect services
- Assistance in obtaining physical custodial care, housing, medical care, medications and food
- Voluntary or court ordered protective services under ch. 55, Wis. Stats., when needed to protect an individual or protect others from the individual
- Law enforcement, domestic violence, mental health services, and emergency detention under ch. 51, Wis. Stats., when needed
- Guardianship
- Watts reviews
- Representative payee

- Domestic violence involving vulnerable adults
- Sexual assault involving vulnerable adults

II-2.12 Transitional Services

The ADRC shall develop partnerships to help young adults with physical disabilities, developmental disabilities, or mental illness experience seamless entry into the adult long-term care system.

Outreach to young adults shall be coordinated with school districts, the children's long-term support system, and other support providers in the ADRC's service area.

II-2.13 Prevention and Early Intervention Services

The ADRC shall provide information on risk and safety issues and on prevention and early intervention measures as part of its public education and I&A activities and shall identify risk factors and opportunities for prevention and early intervention as a routine part of its LTC options counseling.

The ADRC shall develop linkages with, and refer people to, public health agencies and other entities that have a public prevention, early intervention, disease management and/or health literacy focus.

ADRCs are encouraged to identify the need and opportunities for strategic, evidence-based prevention programs in their communities. However, specific prevention programs will be required of the ADRC only to the extent that funding is specifically provided for this purpose. The Department will provide information and technical assistance to ADRCs on key prevention issues, such as diabetes, fall and injury prevention, chronic disease self management, depression, nutrition, etc. to support recipients of prevention grants.

II-2.14 Client Advocacy

The ADRC shall inform people of their rights and responsibilities; provide information about rights to long-term care services and benefits, self-advocacy, and independent advocacy services; and assist people who need help in understanding how to resolve service system disputes or violation of rights complaints. The ADRC is responsible for linking individuals with appropriate advocacy resources.

The Aging and Disability Resource Center shall assure that individuals receive appropriate advocacy and representation, especially in cases involving eligibility for program benefits or services provided by the county, managed care organization or other organization affiliated with the Aging and Disability Resource Center, where there is a potential for conflict of interest.

II-3 Mandatory Administrative Requirements

II-3.1 Name of the Aging and Disability Resource Center

Standardization in naming of ADRCs is intended to make it possible for consumers and families to identify and readily locate aging and disability resource center services from anywhere in the state. The ADRC must have a name that begins with the phrase "Aging

and Disability Resource Center” and shall include this name in all of its advertising and materials. The full name of the ADRC may include a subtitle to identify its location.

II-3.2 Governing Board

The ADRC shall have a governing board that reflects the ethnic and economic diversity of the geographic area served by the ADRC. A minimum of one-fourth of the members of the governing board shall be older persons or persons with physical or developmental disabilities or their family members, guardians or other advocates. No member of the governing board may have any direct or indirect financial interest in a managed care organization.

The governing board has the following responsibilities:

- Be accountable for the mission and goals of the ADRC
- Oversee development of a mission statement for the organization that is consistent with the goals of ADRCs
- Determine the structure, policies and procedures of the ADRC within state guidelines and local governance structure
- Oversee the implementation and operation of the ADRC
- Ensure the ADRC has a viable plan for implementation and operation
- Identify unmet needs and develop strategies to address them
- Assure input from consumers, service providers, and local constituents in general in the policies, practices and goals of the ADRC
- Represent the interests of all target groups served by the ADRC
- Serve as a grievance committee after other local steps to resolve concerns have proved unsuccessful

II-3.3 Rights and Responsibilities

ADRCs have an obligation to assist individuals to know their rights and responsibilities for receiving assistance, and if needed, how to exercise those rights and responsibilities.

- The ADRC shall develop and implement a Department-approved plan describing due process procedures the ADRC will use to review and resolve complaints about services provided by the ADRC, including benefit specialist services, and how it will handle appeals and grievances related to eligibility and enrollment in managed long term care.
- The ADRC shall inform people of their rights and responsibilities in ways that they can understand and use.
- The ADRC shall provide assistance to people when they need help in understanding how to resolve service system disputes or violation of rights; appeals and grievances with units within the county, state or federal government, and other service providers; and assist in linking people with advocates when needed.
- The ADRC shall facilitate access to information regarding advocacy, including self-advocacy and independent advocacy. This includes links to the following resources: elder and disability benefit specialists, federally designated protection and advocacy organizations, Board on Aging and Long-Term Care Ombudsman, and other state or local advocacy organizations.

II-3.4 Community Needs Identification

The ADRC shall have a process for identifying the unmet needs of its target populations in order to focus its outreach, education, prevention and systems advocacy activities.

The needs identification strategy should involve people who use services and their representatives, local governments and agencies, community service organizations, public health agencies, and others who are in a position to know about long-term care needs. The needs identification process should include:

Segments of the target populations which are unserved or underserved
Types of services or facilities that may be in short supply

II-3.5 Reporting and Records

The ADRC shall report monthly expenditures to the Department on the DMT Form 862 or on the DMT Electronic Form 600 or 600D.

The ADRC shall also participate in data collection that is needed to further profile ADRC customers or to evaluate the effectiveness of the ADRC.

II-3.6 Management Information System (MIS)

For consistent and accurate management of the operations of an ADRC you must select and maintain a client tracking and a resource database for information, assistance and referral activities. A resource database is needed to support provision of complete, accurate and up-to-date information and referrals. The client tracking activities include, but are not limited to, recording client demographics, tracking client needs, generating service referrals and providing consistent follow-up to determine fulfilled outcomes. Appropriate processes and systems will also produce the management reports needed to ensure quality service delivery on a timely basis.

The overall goal of an I&A Operations System is to be able to deliver the information that is needed to link inquiries with available and appropriate resources at the lowest cost and without duplication of effort. This vision of service delivery through technology involves collaboration in maintaining a client tracking system and resource database; collection, analyzing and reporting inquirer data; training I&A staff and others in the community; publicizing the I&A systems and available services that are a part of the system; ensuring broad access to I&A services; providing information and referral to inquirers and following up with inquirers, where possible.

A set of data elements for capturing information and reporting has been developed by the Department, in consultation with many other resource center-like organizations. These are guidelines that can be used when developing or choosing an I&A system to meet the needs of your ADRC.

Appendix A identifies data elements and system requirements for use in assessing the capacity of your current systems or planning for the development and implementation of a new system. The Department is not making any formal recommendations. It will be the responsibility of the applicant(s) to determine the system that will best satisfy local needs.

II-3.7 Accessibility and Cultural Competence

The ADRC shall have the capacity to provide, in a timely fashion, materials in alternate formats to accommodate persons who are non-English speaking and persons with physical impairments (e.g., Braille, large print). The ADRC is responsible for paying for interpreters or securing communication assistance at no cost to consumers.

The ADRC shall have the capacity to communicate, in a timely fashion with people of limited English speaking ability, people who are non-English speaking, people with hearing impairments and persons with physical impairments (e.g., sign language interpreters, TDD, Wisconsin Relay).

ADRC staff shall have the ability to meet face to face with people where they are living on an as needed basis.

The ADRCs location(s) shall be physically accessible, and comply with the Americans with Disabilities Act.

For people with cognitive disabilities, special attention shall be given to assuring that family members, friends and others who know the individual and can convey the person's needs and preferences are included in the provision of ADRC services.

The materials developed by the ADRC shall be written in a manner that considers people with limited reading proficiency.

II-4 Staffing Requirements

All staff of the ADRC shall have general knowledge of all target populations served and the ability to access information about services. Each ADRC shall acquire specific in-depth expertise and experience for each of the target groups. Prior to implementation, an ADRC may be required to develop and implement a plan to assure that these requirements are met. Ongoing training to enhance the knowledge of ADRC staff will also be required.

Each service within the ADRC will also require demonstrated expertise in administering that service.

Information and assistance, disability benefit specialist counseling, administering of the long-term care functional screen, and options counseling also have the following staff requirements:

- A Bachelor of Arts or Science degree, preferably in a health or human services related field, and at least one year of experience working with the target populations of the ADRC or, in the event that the individual lacks such a degree and such experience, approval from the Department to waive the requirement, based either on the individual's post-secondary education and experience or on a written plan to provide the individual with additional training.
- Staff shall be certified by the Department to administer the functional screen before administering the screen.
- I & A Specialists shall be certified by the Alliance of Information and Referral Systems (AIRS) to provide information and assistance within one year of the initial date operation of the ADRC or within one year of hire, whichever comes later.

Section III. Preparing and Submitting a Application

III-1 Notice of Intent to Submit an Application

Applicants should submit a Notice of Intent to Submit an Application via e-mail to Ann Marie Ott at: otta@dhfs.state.wi.us. (Refer to Section VI Forms and Attachments). The Notice of Intent to Submit does not commit an agency to submitting an application.

III-2 Timeline

September 13, 2006	Release of application DHFS staff is available to answer questions to assist in application preparation
September 15, 2006	Notice of Intent to Submit Application due
September 29, 2006	Application is due. Application form and attachments should be submitted electronically by noon.
October 2-13, 2006	Application review. Site visit, oral interview and/or request for additional information, if necessary
October 20, 2006	Notice of application approval (or denial) and identification of areas where additional work will be needed to fulfill contract requirements, if applicable
November 1, 2006	Award of Contract

III-3 General Instructions

The evaluation and approval of applications will be based on the information submitted in the application together with any subsequent revisions, supplements, presentations or interviews which may be requested by the Department if clarification is needed. Failure to respond to each of the requirements in the application may be the basis for rejecting an application.

Elaborate applications, artwork or attachments beyond that sufficient to present a complete and effective application are not necessary or desired.

III-4 Incurring Costs

The State of Wisconsin is not liable for any cost incurred by applicants in replying to this application.

III-5 Presentations and Interviews

Applicants may be required to make a presentation to or to meet with Department staff regarding their application. Presentations should be made by key project personnel and include any subcontractor personnel designated with the direct responsibility for the areas they are presenting.

The purpose of the presentation and/or interview is for applicants to demonstrate understanding of the requirements of the prospective contract and demonstrate their capability, including staffing, to meet the contract requirements.

III-6 Clarification and/or Revisions to the Specifications and/or Contract Requirements

Questions concerning this Application are to be submitted via e-mail to Ann Marie Ott at: otta@dhfs.state.wi.us.

In the event that it becomes necessary to provide additional clarifying data or information, or to revise any part of the application, these revisions/amendments and/or supplements will be put in writing and provided to all applicants and will be considered addenda to the application.

III-7 Executed Contract to Constitute Entire Agreement

In the event of contract award, the contents of this application form (including all attachments), addenda and revisions, and the application of the successful applicant, and additional terms agreed to, in writing, by the Department and the Contractor, shall become part of the contract. Failure of the successful applicant to accept these as a contractual agreement may result in cancellation of the award.

If an approved application does not fully meet the requirements contained in the ADRC contract template, the Department will communicate what additional steps must be taken to comply and this communication will become part of the award agreement.

The following priority will be used if there are any conflicts or disputes:

- Official grant award, including any written communication from the Department regarding steps needed to comply with contract requirements
- ADRC contract
- State Application Form
- Applications submitted

III-8 Reasonable Accommodations

The Department will provide reasonable accommodations, including the provision of informational material in an alternative format, for qualified individuals with disabilities upon request.

III-9 Submitting the Application

Applicants must submit an original and electronic copy of all materials required for acceptance of their application. All applications must show the following information on the outside of the package:

- Applicant's name and address
- Application title
- Date submitted

Submit applications to:

Ann Marie Ott, ADRC Project Coordinator
Department of Health and Family Service
Division of Disability and Elder Services
1 W. Wilson St, Room 450
P.O. Box 7851-7851
Madison, WI 53707
Telephone: 608-261-7809
Fax: 608-267-3203
E-mail: otta@dhfs.state.wi.us

Application materials may be delivered via e-mail. Name the completed electronic application document, "ADRC- [name of county(ies) being served]". For example, "ADRC–Racine County." Name electronic attachments using the following naming convention: "ADRC - [name of county(ies) being served]–[name section or subsection to which the attachment is applicable]". For example, "ADRC-Racine County – Organization Chart".

III-10 Withdrawal of Applications

Applicants may withdraw a application in writing at any time before a contract is signed. Any such withdrawal shall be coordinated with the managed care expansion planning and application process.

Section IV. Application Format and Contents

IV.1 Application Format and Organization

A. Format and Signatures

The electronic application will be considered the true and final copy. Signatures are required on the Applicant Identification Page (See Section VI-2 Forms and Attachments). You may scan this page to a computer file and attach it to this application or submit this page via fax at (608) 267-3203 to the attention of Ann Marie Ott.

The application should be formatted for 8.5 by 11-inch paper size. Pages are to be formatted with 1-inch margins, 12-character font, and 1.5 or 2 line spacing. The name of the applicant should be included in either the header or footer of each page.

B. Organization

Applications should be organized with the following headings and subheadings:

Cover Page

- Part I. Applicant Identification Page
- Part II. Executive Summary (2 page maximum)
- Part III. Application (45 page maximum)
 - A. Administrative Framework
 - B. Marketing, Outreach and Public Education
 - C. Information and Assistance (I&A)
 - D. Long-Term Care Options Counseling
 - E. Elderly Benefits Counseling
 - F. Disability Benefits Counseling
 - G. Access to Publicly Funded Long-Term Care Programs
 - H. Access to Mental Health and Substance Use Disorder Services
 - I. Access to SSI, SSI-E, Medicaid and FoodShare and Other Public Programs and Benefits
 - J. Short-Term Care Coordination and Case Management
 - K. Emergency Response
 - L. Elder Abuse and Adult Protective Services
 - M. Transitional Services
 - N. Prevention and Early Intervention
 - O. Client Advocacy
 - P. Community Needs Identification
 - Q. Implementation Plan
 - R. Staffing and Funding Plan
 - S. Budget and Budget Narrative
 - T. Administrative Requirements
- Part IV. Required Forms and Attachments (See Section VI Forms and Attachments for format and content guidelines)
 - A. Notice of Intent
 - B. Applicant Identification page (first page of application)
 - C. County Board and/or Tribal Government Resolution(s) to Authorize This Application

- D. Organizational Chart
- E. Resumes
- F. Designation of Confidential and Proprietary Information
- G. Other Attachments (information not considered a required submission)
- H. Submission Checklist

The following is an elaboration of each part of the application. Each part is to include all the items identified below for that part. The applicant may add other subparts to the outline.

The evaluation of the application will be based on the items described in the following sections.

Part I – Applicant Identification Page (1 page maximum)

Format Requirements: Refer to Section VI-2 for the list of items to include on this page. The Applicant Identification Page is the first page of the application.

Part II - Executive Summary (2 pages maximum)

The purpose of the Executive Summary is to condense and highlight the contents of the application in a manner that provides the readers with an understanding of the entire application. This section should include an identification of the county(ies) served, and a statement of the overall approach to the scope of work as described in Section II. It should also highlight unique characteristics of the application.

Part III –Application (not to exceed 45 pages, excluding forms and attachments)

The application should not exceed 45 pages. It may have fewer pages if all requirements are met. The recommended number of pages specified below is meant to provide guidance and is not a requirement. Reviewers will appreciate clarity and conciseness in all sections.

Note: The County Board Resolution, Organizational Chart, Resumes, and other attachments are considered attachments to the application and are not included in the page limit.

A. Administrative Framework proposed for Aging and Disability Resource Center (recommend 5 pages)

Identify the county(ies) to be served by the proposed ADRC. If a multi-county ADRC is proposed, describe the organizational design and how authority and responsibility are shared.

Describe the proposed organization plan for the ADRC, to be in place when the ADRC begins operations. Identify the individual, or the qualifications of a person to be hired, to serve as the Director of the ADRC. Describe the role of the Director of the ADRC. Describe the authority and responsibility of the Director or other managers relative to the development of the internal operating budget, staff selection and supervision, and responsibility for the various functions of the

ADRC. What is the reporting relationship between the ADRC director/manager and the governing body of the ADRC? How will the Director assure that the development of the ADRC follows the elements of this application and meets the timeframes and assurances?

Describe the process that will be used to implement the ADRC, including coordination with any managed care organization(s) that operate or are proposed to operate in the service area of the ADRC.

Provide a summary of the types of training managers and staff will be provided with respect to each of the ADRC functions, quality improvement processes, data collection and customer service.

What administrative support will be provided by the county(ies) or other entities to the ADRC for management information system support, financial reporting, human resources and other administrative support? What, if any, of this administrative support will be charged to the grant?

Has a location been determined for the ADRC when it is open to the public and operational? Describe the physical space, location, parking, accessibility, external appearance, signage, etc. If no location has been determined, describe the characteristics of the location you will be seeking.

What community partnerships have you developed that will support the successful development of the ADRC?

B. Marketing, Outreach and Public Education (recommend 1 page)

Describe your plan to provide marketing, outreach and public education to make ADRC services known to members of your target populations, including people who are isolated or otherwise hard to reach, and to community agencies and service providers in your area. Include how you will determine the needs and interests of all target groups in developing your plan. Explain how this plan is culturally sensitive and includes provisions for reaching out to those who have limited English proficiency or visual or hearing impairments. Include a description of the process used to track the number of I&A contacts received from target populations or people acting on behalf of someone in the target populations. Explain how you will access free or low cost resources to enhance your plan.

C. Information and Assistance (I&A) (recommend 5 pages)

Describe your plan to provide I&A services. Include how you will meet the needs of members of each target group, and how I&A within the ADRC will coordinate with, rather than duplicate, I&A services already available in the county, and other organizations you will coordinate with to implement I&A services. Include all components of I&A from Section II-2.2 of these application materials in your response.

How will you staff I&A activities within the ADRC? What staff resources will be devoted to I&A for the general public and for specific target groups? Identify whether you will incorporate current activities and staff from throughout the county system into the ADRC and how you will integrate them with the services provided through this application.

How will you assure that staff have the technical qualifications to provide I&A services? How will you assure that staff are available with expertise in serving all target groups and that any phase-in of expertise is aligned with the plans for the MCO in the ADRC service area? What are your plans for training to enhance staff qualifications?

D. Long-Term Care Options Counseling (recommend 5 pages)

Describe how the ADRC will provide long-term care options counseling, including services provided in response to requests from the public and to persons referred by a hospital, nursing home, assisted living facility or other health provider for pre-admission consultation. Describe how you will integrate long-term care options counseling into other ADRC services. Describe how the ADRC will ensure that contact is made with individuals within the 5 business days of receiving the request or referral and that options counseling and/or long-term care functional screen is completed within 10 business days of the date on which the individual accepts the offer of counseling or screening.

E. Elderly Benefits Counseling (recommend 1 page)

Describe the current Elderly Benefit Specialist Program, its staffing, location, number of persons served and primary activities.

Describe your plan for integrating Elderly Benefit Specialist services into the other ADRC activities.

F. Disability Benefits Counseling (recommend 3 pages)

Describe your plan to implement a Disability Benefit Specialist (DBS) program, including where the DBS will be located and how the DBS will be supervised.

Describe your plan for integrating DBS with other ADRC activities.

Identify partners/stakeholders you will involve in planning the DBS program.

How will you assure public awareness and access to DBS services?

G. Access to Publicly Funded Long-term Care Programs: Functional Screen, Financial Eligibility Determination and Enrollment-Related Functions (recommend 2 pages)

Describe your plan for screening individuals for long-term care services in your county(ies).

How will current practice change as managed care expansion is implemented in your area? What partners will be involved in the process? What staff and financial resources currently utilized for screening individuals for CIP, COP and mental health services will be integrated into ADRC services? How many ADRC staff will be trained and certified to use the LTC functional screen?

How will functional screens be integrated with other LTC options counseling and other services of the ADRC?

Describe how the ADRC will collaborate with the county's long-term care and economic support units and DHFS to assure that the eligibility and enrollment process, during the period of time associated with transition for consumers from existing to new programs, is predictable, streamlined and barrier free for consumers.

H. Access to Mental Health and Substance Use Disorder Services (recommend 1 page)

Describe how the ADRC will assist people in accessing appropriate mental health and substance use disorder services including any agreements that are or will be established with county mental health and substance use disorder agencies.

I. Access to SSI, SSI-E, Medicaid and FoodShare and Other Public Programs and Benefits (recommend 2 pages)

Applications should identify the key programs and agencies to which the ADRC will be making referrals and describe the steps it will take to establish referral protocols with these agencies, methods to resolve issues of access and processes to follow up to ensure consumers get what they need in a timely way. Include, at a minimum, access to Medicaid, Medicare, SSI, SSI-E, Social Security, SSDI, FoodShare, veteran's services, housing assistance, Older Americans Act programs, and Independent Living Center services.

J. Short-Term Care Coordination and Case Management (recommend 1 page)

To the extent that financial and personnel resources permit, the ADRC shall provide short-term care coordination and case management to assist individuals and their families in arranging for services. If you plan to provide short-term care coordination, describe how the service will be provided and include the protocols that will be used to ensure that the service does not become long-term.

K. Emergency Response (recommend 1 page)

Describe how ADRC staff will be trained to recognize and appropriately deal with crisis situations, identify emergency service providers in your community with which the ADRC will coordinate, and describe how after hours calls will be handled during and after business hours to ensure that people are connected promptly with appropriate providers of emergency services. In your description, include how the ADRC will respond to:

- Elder abuse and adult protective services needs
- Domestic violence
- Mental health crises
- Crisis with consumers of current long-term support programs
- Interactions with law enforcement and hospital emergency rooms

L. Elder Abuse and Protective Services (recommend 1 pages)

Describe how the ADRC will identify people who may need elder abuse and/or adult protective services. Identify the agency or agencies responsible for elder abuse and neglect and adult protective services in the ADRC service area and describe how the ADRC will ensure that people in need are appropriately connected with these services.

M. Transitional Services (recommend 1 page)

Describe how the ADRC will outreach and provide information and assistance to young people with disabilities leaving the school system and needing access to services. How will school systems be informed about the ADRC and engaged in the process of providing transitional services? What other organizations will be involved?

N. Prevention and Early Intervention (recommend 2 pages)

Describe how the ADRC will develop resources and expertise regarding preventable causes of long-term illness and disability; identify risk factors and appropriate prevention and early intervention strategies for individuals using the services of the ADRC; and develop working relationships with public health agencies and community health and wellness programs for referral purposes and to secure resources and cooperation for effective prevention programs.

Describe any identified needs for prevention services in its community and any plans there may be for the ADRC to implement an evidence-based prevention program to prevent or delay chronic disease and disability to reduce the need for hospital and long term care facility admissions.

O. Client Advocacy (recommend 1 page)

Describe how the ADRC will provide individual and systems advocacy including provision of information about rights, assistance in exercising those rights, and linkages with appropriate advocacy resources. In areas where managed care exists, describe how conflict of interest between the ADRC and MCO will be avoided in advocating for individuals receiving services from the MCO.

P. Community Needs Identification (recommend 1 page)

Describe the process that the ADRC will use to identify the unmet needs of its target populations, including sources of input that will be used to inform the analysis. Explain how the information will be used to target ADRC outreach, education, prevention and systems advocacy efforts.

Q. Implementation Plan

Identify any requirements relating to target populations, mandatory services, or mandatory administrative requirements described in Section II Scope of Aging and Disability Resource Centers which your ADRC will be unable to meet immediately upon the effective date of the contract. Describe your plan for meeting these requirements and phasing in these services by December 31, 2007.

R. Staffing and Funding Plan

Using the ADRC Staffing Plan worksheet in Appendix B, provide a summary that outlines your plan for staffing and funding ADRC activities. Include full-time equivalents (FTEs) for each activity and the sources of funds or other in-kind resources you will utilize to fund the activity.

Your response should demonstrate sufficient FTEs to perform each activity you propose, sufficient funds for both staff expenses and overhead, and commitment of sufficient funds from sources other than this application to support services which are not required functions of the ADRC.

Estimate costs and resources for a 12-month period, which includes full operations for the initial target groups and planning for expansion to other target populations. The purpose of this section is to show how the county will allocate existing resources as well as utilize grant funds.

ADRC funds may only be used for the administrative and program activities of the ADRC and may not be used for indirect costs of applicant agencies. Indirect costs may be presented as in-kind from another source.

S. Budget and Budget Narrative

Budget

Format Requirements: The required worksheets in the proper format are located in Appendix C.

Line-Item Budget. Applicants should use the worksheet provided for the one-page line-item budget worksheet. Some line items may not be applicable to all applicants.

Staff. The second worksheet should show the calculations for personnel. It should show the position, FTE, base salary, and fringe benefits of all agency project personnel. Fringe benefits should be calculated utilizing the applicant's current rate.

Subcontracts. If the applicant plans to subcontract, to the degree that the applicant has the necessary information, a third worksheet should be included that shows the subcontractor budget.

Summary Page. The summary page will automatically fill in the data entered into years 1 and 2 to show an over-all total.

Budget Narrative

Format Requirements: Although information to justify a line item (such as job descriptions for personnel) might be contained within the application, a separate and complete justification for each line item must be provided in the budget narrative.

Budget Narrative Guidelines: The budget narrative should include the following information for each line item:

- Description of the specific item (What is it?)
- Description of how the specific item relates to the application (Why is this item needed to fulfill the application objectives?)

Personnel

In addition to the information required on the line-item budget (base salary, percentage of time, etc.), describe the activities of each person as they relate to the application. Fringe benefits should be calculated utilizing your agency's current rate.

Other Costs

- a. Office Operations: Specify the projected expense for office items and materials such as telephone, printing, office furniture, etc. Indicate in-kind if not charged to grant.
- b. Leased Space: Indicate if space is for public use or office use and where it is located.
- c. Staff Travel: The following information should be provided:
 - Who is traveling
 - Purpose of travel
 - Destination(s)
 - Basis for calculation (i.e., estimated number of miles traveled x mileage reimbursement rate)
- d. Other Costs: The following information should be provided:
 - The nature of the expenditure and the purpose of the cost
 - If indirect costs (administrative and operational expenses not related to the aforementioned categories) are included, the amount should not exceed 10% of the sum of personnel and other direct costs.

Subcontracts

For each proposed subcontract, the following information should be provided:

- The scope of services to be provided
- Why the subcontract is necessary to fulfill the project objectives
- The basis for calculating the requested amount
- If the information is available during budget development time, a line-item budget, budget narrative, and scope of services for the actual contract

Note: The prime contractor is responsible for contract performance when subcontractors are used. However, when subcontractors are used, they must abide by all terms and conditions of the contract. The Department should not be named as a party to a subcontract. The contractor maintains fiscal responsibility for its contracts, which includes reporting expenses associated with the subcontract to the Department.

Finalized subcontracts must be approved by the Department prior to the Department issuing payment against them.

The State of Wisconsin is committed to the promotion of minority business in the state's purchasing program and a goal of placing 5% of its total purchasing dollars with certified minority businesses. Authority for this program is found in ss. 15.107(2), 16.75(4), 16.75(5) and 560.036(2), Wisconsin Statutes.

Part IV - Forms and Other Attachments

This part should include the following forms and other attachments:

- A. Notice of Intent sent via e-mail
- B. Applicant Identification page (to be signed, scanned and e-mailed with application or faxed separately))
- C. County Board and/or Tribal Government Resolution(s) to Authorize this Application (See Section VI-3)
- D. Organizational Chart
- E. Resumes
- F. Designation of Confidential and Proprietary Information
- G. Other Attachments (information not considered a required submission)
- H. Submission Check List

See Section VI. Forms and Attachments for format and content guidelines for the forms and other attachments.

Section V. Approval Process

V-1 Review and Evaluation of Applications

V-1.1 Presentations and Interviews

Based on an evaluation of the written application, applicants may be asked to meet with or make a presentation to Department staff to support and clarify their application. Failure of an applicant to make a presentation or participate in such a meeting may result in rejection of the application.

V-1.2 Review Process

Initially, Department staff will review each application against to make certain all parts of the application were submitted.

Completed applications will be reviewed and compared to application requirements. Applicants may be requested to submit additional information or to amend their application to better meet requirements. Applicants may also submit revisions or clarifications at their own initiative. The Department may request interviews, and/or request presentations and use the results in evaluating the application.

Applicants may contact Department staff about the application.

V-1.3 Evaluation Criteria

To be approved, an application must provide all information, assurances and attachments requested in Section IV of this document (Application Format and Contents) and must document how all the requirements described in Section II Scope of Aging and Disability Resource Centers will be met. Applications should demonstrate an understanding of the needs of the target groups, knowledge of current resources, objectives for meeting consumer needs through ADRC services, and a realistic plan to reach these goals.

V-1.4 Right to Reject Applications and Negotiate Contract Terms

The Department reserves the right to reject any and all applications. The Department may negotiate the terms of the contract, including the award amount, with the selected applicants prior to entering into a contract.

V-2 Awarding of Contract

V-2.1 Award and Final Offers

The Department will award contracts only to those applicants who satisfy the evaluation criteria.

V-2.2 Notification of Approval

All applicants who respond to this application process will be notified in writing of the approval status of their application. Approval means that an application is eligible to receive funding, when funding is available. It is not an award of funds.

V-2.3 Appeals Process

Applicants may appeal a decision not to approve an application. Notices of Intent to Protest and protests are to be made in writing to the Administrator of the Division of Disability and Elder Services. Protestors should make their protests as specific as possible and must identify statutes and Wisconsin Administrative Code provisions that are alleged to have been violated.

Any written Notices of Intent to Protest the denial of approval must be filed with:

Sinikka Santala, Administrator
Division of Disability and Elder Services
Department of Health and Family Services
One West Wilson Street, Suite 850
Madison, Wisconsin 53707

Notices of Intent to Protest must be received in the Administrator's office no later than ten (10) working days after the Notice of Denial is issued.

Written protests must be received within fifteen (15) working days after the Notice of Denial is issued.

The decision of the Administrator may be appealed to the Secretary of the Department of Health and Family Services within five (5) working days of issuance. The appeal must allege a violation of a Wisconsin statute or a section of the Wisconsin Administrative Code.

V-3 Termination of Contract

A contract issued subsequent to application approval may be terminated by the Department at any time at its sole discretion by delivering 30 (thirty) days written notice to the contractor. Upon termination, the agency's liability will be limited to the pro rata cost of the services performed as of the date of termination plus expenses incurred with the prior written approval of the agency. In the event that the contractor terminates the contract, for any reason whatsoever, it will refund to the agency within 30 (thirty) days of said termination, all payments made hereunder by the agency to the contractor for work not completed or not accepted by the agency. Such termination will require written notice to that effect to be delivered by the contractor to the agency not less than 30 (thirty) days prior to said termination.

Section VI. Forms and Attachments

VI-1 Notice of Intent to Submit

The Notice of Intent to Submit is to be submitted by e-mail to the ADRC Project Coordinator, Ann Marie Ott, at otta@dhfs.state.wi.us.

The notice should include:

A statement of intent to submit an application

Applicant name and address

Contact person name, telephone number, and e-mail address

Applicants will receive a prompt confirmation of receipt of the notice.

VI-2 Applicant Identification Page (1 page)

The Applicant Identification Page is the first page of the application.

The Identification Page is to include the following information, either as a list or in table format:

Applicant name and address.

Contact person name, telephone number, e-mail address.

Date.

Name, title, date, phone, fax, and e-mail, with signature, of an Authorized Agency Representative.

Space for submission date and time.

VI-3 County Board(s) / Tribal Government Resolution to Authorize this Application (1-2 pages)

Attach authorization from each participating unit of government approving the submission of this application and the intent of the local government unit to enter into a contract with the Department if the application is approved and funded. The resolution must endorse the collaboration across all county/tribal agencies and a commitment to fully implement an ADRC for all target groups within the timeframe included in the application, not to exceed one year from the start of ADRC operations.

VI-4 Organization Chart (1-2 pages)

The organization chart should identify relationships between the key units of county government that have committed to collaborate under this application. It should also indicate names and lines of authority between all key project personnel.

VI-5 Resumes

Attach resumes of the ADRC Director (if known) and any lead staff or other managers to be assigned to the ADRC.

VI-6 Designation of Confidential and Proprietary Information (1 page)

This is the opportunity for applicants to designate particular pages or paragraphs that they consider confidential, do not want shared with other applicants, nor want to be considered public information. The applicant should also state if no pages or paragraphs are to be so designated.

VI-7 Submission Check List (1 page)

The submission check list should be copied, filled out, and submitted as the last page of the application.

Applicant Name _____

General Submission Requirements

1. _____ Application complies with page limits and format requirements
2. _____ One original and one electronic version were submitted

The application includes:

1. _____ **Applicant Identification Page (signed and dated)**
2. _____ **Executive Summary**
3. _____ **Project Proposal**

- _____ Administrative Framework
- _____ Provision of ADRC Services
 - _____ Marketing, Outreach and Public Education
 - _____ Information and Assistance (I&A)
 - _____ Long-Term Care Options Counseling
 - _____ Elderly Benefits Counseling
 - _____ Disability Benefits Counseling
 - _____ Access to Publicly Funded Long-Term Care Programs
 - _____ Access to Mental Health and Substance Use Disorder Services
 - _____ Access to SSI, SSI-E, Medicaid and FoodShare and Other Public Programs and Benefits
 - _____ Short-Term Care Coordination and Case Management
 - _____ Emergency Response
 - _____ Elder Abuse and Adult Protective Services
 - _____ Transitional Services
 - _____ Prevention and Early Intervention
 - _____ Client Advocacy
 - _____ Community Needs Identification
- _____ Implementation Plan
- _____ Staff and Funding Plan
- _____ Budget and Budget Narrative
- _____ Administrative Requirements

4. _____ **Forms and Attachments**

- _____ A. Notice of Intent to Submit sent via email
- _____ B. Applicant Identification page (first page of application)
- _____ C. County Board Resolution Approving Application
- _____ D. Organizational Chart
- _____ E. Resumes
- _____ F. Designation of Confidential and Proprietary Information
- _____ G. Other Attachments (optional)
- _____ H. Submission Check List

APPENDIX A

Aging and Disability Resource Center (ADRC) Management Information System Business Requirements and Data Elements

Background

All ADRCs are required to have management information systems that include a resource data base for use in information and assistance, have client tracking capability, support production of required management reports, and are compatible with systems used by the Department of Health and Family Services.

The Department recommends and will provide technical support for use of Synergy's Beacon software for this purpose. ADRCs may use Beacon or may choose to meet this requirement in a different ways, such as by using existing county systems, new "off the shelf" programs with or without software development and/or national/public resources.

Objectives

The Department is seeking to identify management information system solutions that can meet the entire range of operational, administrative, management support and reporting needs of an ADRC to reduce redundancy, consolidate storage and streamline collection methods.

This document describes the business requirements to determine feasible ADRC Management Information System (MIS) solutions.

Business Context

Aging and Disability Resource Centers receive requests from existing and/or potential clients seeking long-term care information in many different formats (e.g., phone, e-mail, post, etc). The ADRC must "log" each contact. This log could include as much information as the person's demographics and issue or as little information as the time and disposition of the call. The information system must be able to follow the "referral process": assessing the needs of the inquirer, identifying appropriate resources, assessing appropriate responses, providing provider organizations capable of meeting the needs and actively participating in linking the inquirer to the needed services.

The goal of this document, at a high level, is to outline the business requirements using various sources (e.g. AIRS Assessment Tool, Resource Center Workgroup, Family Care Aging and Disability Resource Center Contract and National/Public Resources, etc.).

General Description

Product Functions

The information system an ADRC chooses to use must, at a minimum, be able to track inquiries, record contact information and provide required reporting.

Similar System Information

The product that is chosen must be able to interface with other State of Wisconsin required systems (e.g., SAMS).

User Characteristics

End-users will range from limited in computer skills and knowledge to comprehensive in skills and knowledge.

User Problem Statement

The system should be easy to use and install yet still affordable to counties that range in size and budget.

User Objectives

To obtain a user-friendly system that is cost effective, scalable and meets the needs of each individual county.

Functional Requirements

This section lists the functional requirements in ranked order. Functional requirements describe *what* the software must accomplish. Other kinds of requirements (such as interface requirements, performance requirements, or reliability requirements) describe *how* the system accomplishes its functional requirements.

The Information and Assistance (I&A) System shall provide barrier-free access and American Disabilities Act compliance to its services for individuals and groups with special needs. This includes internal end-user community as well as external. The I&A system shall utilize technology that improves access to service and enhances its ability to serve inquirers efficiently and effectively while preserving the level and quality of its core services. This technology includes web-based searchable applications

All other listed requirements have a dependency to the above requirement.

General List of Functional and Data Element Requirements

- HIPAA
 - ✓ Data length/values
 - ✓ Privacy
 - ✓ Security
- Tracking/Capture System
 - ✓ Initial caller information
 - ✓ Repeat/Multiple call
 - ✓ Repeat/Multiple referral Data
 - ✓ User-defined fields
 - ✓ Contact outcome based
 - ✓ Edit Call
 - ✓ Non-editable date stamped fields
 - ✓ Track without need to gather Name or Social Security number
 - ✓ Limited mandatory fields
 - ✓ Data entry at any point in the process
 - ✓ Data entry in any order without difficulty of mandatory fields
 - ✓ Call Notes
 - ✓ Follow-up flags/report

- ✓ User defined searches
- ✓ System defined searches
- ✓ Soundex searches
- ✓ User defined sorts
- ✓ System defined/standard sorts
- ✓ User defined reports
- ✓ System defined/standard reports
- ✓ User defined forms
- ✓ System defined forms
- ✓ System defined security
- ✓ Import/Export ability
- ✓ Data Conversion
- ✓ Help functions
- ✓ Internal application repository
- ✓ Multiple concurrent connections
- Resource Database Directory
 - ✓ Connection to Standard Repositories
 - 1st Call for Help
 - 211
 - ✓ Internal Directory
 - Name
 - Facility Type
 - Services Available
 - Updateable
 - User defined data tables
 - Unique record identification number
 - Code to identify the organization responsible for maintaining the record (to facilitate combination, in a single database, of records maintained by different organizations)
 - Organization name (legal name) and AKAs including former name(s), popular names and popular acronyms
 - Program name, if applicable
 - Street and mailing addresses (main location and branches)
 - Telephone number(s) including TDD/TTY, fax, Web site address and electronic mail addresses for the agency, its sites and specific services, if applicable
 - Hours and days of operation
 - Services provided and target populations served
 - Eligibility requirements and exclusions (e.g., age, gender)
 - Documents which may be required by the organization for application (such as birth certificates)
 - Geographic area served
 - Application process
 - Languages other than English in which the service is offered (bilingual staff or interpreter services)
 - Legal status (e.g., nonprofit, government, for-profit, unincorporated group)
 - Fee structure for service, if any (the phrase "sliding scale" may be sufficient; use "none" or the equivalent when applicable)
 - Method of payment accepted (e.g., Medicaid, Medicare, private insurance)
 - Name and title of the organization's administrator/director
 - Date the information was last verified

Interface Requirements

This section describes how the software interfaces with other software products or users for input or output. Examples of such interfaces include library routines, token streams, shared memory, data streams, and so forth.

User Interfaces

The system that is chosen will interface directly through data entry with the end-user or online clients. It must also interface with outside systems.

GUI

The system that is chosen must be user friendly. It must have the ability to use menus, keystrokes or a mouse; produce graphic images representative of action and have appropriate tool bars and menu descriptions.

Hardware Interfaces

The system that is chosen must interface with existing hardware with minimal upgrades or alterations for the counties.

Communications Interfaces

The system that is chosen must interface with existing networking with minimal upgrades or alterations for the counties.

Software Interfaces

The system that is chosen must interface with existing software with minimal upgrades or alterations for the counties.

Appendix B

ADRC Staffing Plan

ACRC Service	Position Title [List each position performing this function]	# of FTE	# of persons filling FTE	ADRC state funds	Funds-other sources
<i>Core ADRC Services/Activities [Mandatory at Start-Up]</i>					
I&A					
Long-Term Care Options Counseling					
Access to Publicly- Funded LTC					
Access to LTC Programs and Benefits					
Marketing, Outreach and Public Information					
Client Advocacy					
Access to APS/Elder abuse					
Elderly Benefit Specialist					
Disability Benefit Specialist					
ADRC Supervisor					

ACRC Service	Position Title [List each position performing this function]	# of FTE	# of persons filling FTE	ADRC state funds	Funds-other sources
<i>MCO add-on activities</i> [Mandatory before Care Management Organization begins service]					
Functional Screen					
Financial Eligibility (prescreen and coordinate)					
Enrollment Consultant					
<i>Ramp Up Activities</i> [Mandatory within 1 year for MCO target groups]					
I&A & LTC Options Counseling for Additional Target Populations					
Non-client specific services (community needs assessments, prevention and early intervention, emergency response)					
<i>Optional Activities</i> [Not funded by ADRC Grant]					
Provision of APS / Elder Abuse Services					
Aging Services (e.g., transportation, meal programs, volunteer coordination)					
Other					

APPENDIX C

ADRC Budget Contract Period Year 1 -- _____ to _____.

Line Item Budget: Include the following information

ADRC Program Personnel*:	ADRC Grant Funding	MA Match Funding	Title 3 (OAA) Funding	Other Funding	Grand Total
Salary					0
Fringe					0
Subtotal	0	0	0	0	0
Office Operations:					
Direct Expenses					
Postage					0
Telephone					0
Printing					0
Equipment Maintenance					0
Office Supplies					0
Computer-related					0
Rent/Lease					0
Other Direct Services					0
Subtotal	0	0	0	0	0
Indirect Expenses					
Administration/AMSO					0
Subtotal	0	0	0	0	0
Other Expenses					
Meetings					0
Travel					0
Training					0
Certifications/Professional Dues					0
Translation Services					0
Other					0
Subtotal	0	0	0	0	0
Subcontracts:					
					0
					0
					0
					0
Subtotal	0	0	0	0	0
TOTAL EXPENSES:	0	0	0	0	0

*The ADRC Director and supervisors should be listed here only if they provide direct services, if not include with Administration/AMSO costs

ADRC Budget Contract Period Year 2 -- _____ to _____.

Line Item Budget: Include the following information

ADRC Program Personnel*:	ADRC Grant Funding	MA Match Funding	Title 3 (OAA) Funding	Other Funding	Grand Total
Salary					0
Fringe					0
Subtotal	0	0	0	0	0
Office Operations:					
Direct Expenses					
Postage					0
Telephone					0
Printing					0
Equipment Maintenance					0
Office Supplies					0
Computer-related					0
Rent/Lease					0
Other Direct Services					0
Subtotal	0	0	0	0	0
Indirect Expenses					
Administration/AMSO					0
Subtotal	0	0	0	0	0
Other Expenses					
Meetings					0
Travel					0
Training					0
Certifications/Professional Dues					0
Translation Services					0
Other					0
Subtotal	0	0	0	0	0
Subcontracts:					
					0
					0
					0
					0
Subtotal	0	0	0	0	0
TOTAL EXPENSES:	0	0	0	0	0

*-The ADRC Director and supervisors should only be listed here if they provide direct services, if not, they should be included with Administration/AMSO costs.

ADRC Budget Summary for Year 1 & Year 2 for _____ to _____.

Line Item Budget: Include the following information

ADRC Program Personnel*:	ADRC Grant Funding	MA Match Funding	Title 3 (OAA) Funding	Other Funding	Grand Total
Salary	0	0	0	0	0
Fringe	0	0	0	0	0
Subtotal	0	0	0	0	0
Office Operations:					
Direct Expenses					
Postage	0	0	0	0	0
Telephone	0	0	0	0	0
Printing	0	0	0	0	0
Equipment Maintenance	0	0	0	0	0
Office Supplies	0	0	0	0	0
Computer-related	0	0	0	0	0
Rent/Lease	0	0	0	0	0
Other Direct Services	0	0	0	0	0
Subtotal	0	0	0	0	0
Indirect Expenses					
Administration/AMSO	0	0	0	0	0
Subtotal	0	0	0	0	0
Other Expenses					
Meetings	0	0	0	0	0
Travel	0	0	0	0	0
Training	0	0	0	0	0
Certifications/Professional dues	0	0	0	0	0
Translation Services	0	0	0	0	0
Other	0	0	0	0	0
Subtotal	0	0	0	0	0
Subcontracts:					
	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0
	0	0	0	0	0
Subtotal	0	0	0	0	0
TOTAL EXPENSES:	0	0	0	0	0

*-The ADRC Director and supervisors should only be listed here if they provide direct services, if not, they should be included with Administration/AMSO costs.

ADRC Budget: Personnel Worksheet

Position Title	Primary Function*	FTE**	Base Salary	Fringe
ADRC Supervisor				
TOTALS			0	0

* - Such as I&A, options counseling, outreach, LTC access, etc.

** - For employees the ADRC shares with other areas, please include only the time spent performing ADRC functions.

ADRC Budget: Subcontract Worksheet

Complete worksheet when appropriate.

Contracted work	Contractor name	Cost
TOTAL		0